Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Governor's Office	Application Services	Danielle Hood	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Capitol Desktop Support	Chad Poll	0 0	15 11	0 0	15 11
		Joshua Furgason	1 1	0 0	0 0	1 1
		Kraig Ellis	0 0	2 2	0 0	2 2
		Assigned to Individual Total	1 1	17 13	0 0	18 14
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		James Stearns	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	7 7	0 0	7 7

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			High	Low	Medium	FCR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 3	0 0	3 3
		Edward Fortner	0 0	1 1	0 0	1 1
		Liz Evans	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Metro D Help Desk	Doug Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		Duane Hardy	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Technical Lead/Project Manager	Danielle Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	James Gifford	0 0	1 0	1 0	2 0
		Romanza Hamblin Sorensen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 1	1 0	4 1

Governor's Office

		High	Low	Medium	FCR Total
Governor's Office	**Assigned Group Total**	1	41	1	43
		1	30	0	31
Customer Company Total		1	41	1	43
		1	30	0	31

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | **Top Number - Total Incidents**
 Bottom Number - Missed Inital Response | | | |
			High	Low	Medium	MIR Total
Governor's Office	Application Services	Danielle Hood	0 0	3 3	0 0	3 3
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Capitol Desktop Support	Chad Poll	0 0	15 0	0 0	15 0
		Joshua Furgason	1 0	0 0	0 0	1 0
		Kraig Ellis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	17 0	0 0	18 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0

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			High	Low	Medium	MIR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		Duane Hardy	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	James Gifford	0 0	1 0	1 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0

Governor's Office

		High	Low	Medium	MIR Total
Governor's Office	**Assigned Group Total**	1 0	41 4	1 0	43 4
Customer Company Total		1 0	41 4	1 0	43 4

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	3 17.85	0 0.00	3 17.85
		Tony Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 13.39	0 0.00	4 13.39
	Capitol Desktop Support	Chad Poll	0 0.00	15 0.05	0 0.00	15 0.05
		Joshua Furgason	1 0.00	0 0.00	0 0.00	1 0.00
		Kraig Ellis	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	1 0.00	17 0.04	0 0.00	18 0.04
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.53	0 0.00	1 0.53
		Vicky Marrelli	0 0.00	5 0.00	0 0.00	5 0.00

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Governor's Office

			High	Low	Medium	ATTIR Total
Governor's Office	Help Desk	Assigned to Individual Total	0 0.00	7 0.08	0 0.00	7 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.00	0 0.00	3 0.00
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	0 0.00	1 0.94	0 0.00	1 0.94
		Duane Hardy	0 0.00	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	0 0.00	3 0.47	0 0.00	3 0.47
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 31.08	0 0.00	1 31.08
		Assigned to Individual Total	0 0.00	1 31.08	0 0.00	1 31.08
	Voice Operations	James Gifford	0 0.00	1 0.26	1 0.08	2 0.17
		Romanza Hamblin Sorensen	0 0.00	2 0.25	0 0.00	2 0.25

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Governor's Office

			High	Low	Medium	ATTIR Total
Governor's Office	Voice Operations	Assigned to Individual Total	0 0.00	3 0.26	1 0.08	4 0.21
	Assigned Group Total		1 0.00	41 2.15	1 0.08	43 2.05
Customer Company Total			1 0.00	41 2.15	1 0.08	43 2.05

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Governor's Office	Application Services	Danielle Hood	0 0	3 2	0 0	3 2
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Capitol Desktop Support	Chad Poll	0 0	15 0	0 0	15 0
		Joshua Furgason	1 0	0 0	0 0	1 0
		Kraig Ellis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	17 0	0 0	18 0
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0

Governor's Office

			High	Low	Medium	MR Total
Governor's Office	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		Duane Hardy	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	James Gifford	0 0	1 0	1 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0

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Governor's Office

		High	Low	Medium	MR Total
Governor's Office	**Assigned Group Total**	1 0	41 4	1 0	43 4
Customer Company Total		1 0	41 4	1 0	43 4

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Average time in hours** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**ATTR Total**
Governor's Office	Application Services	Danielle Hood	0 0.00	3 37.16	0 0.00	3 37.16
		Tony Larsen	0 0.00	1 111.25	0 0.00	1 111.25
		Assigned to Individual Total	0 0.00	4 55.69	0 0.00	4 55.69
	Capitol Desktop Support	Chad Poll	0 0.00	15 0.24	0 0.00	15 0.24
		Joshua Furgason	1 0.00	0 0.00	0 0.00	1 0.00
		Kraig Ellis	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	1 0.00	17 0.21	0 0.00	18 0.20
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.53	0 0.00	1 0.53
		Vicky Marrelli	0 0.00	5 0.03	0 0.00	5 0.03

Governor's Office

			High	Low	Medium	ATTR Total
Governor's Office	Help Desk	**Assigned to Individual Total**	0 0.00	7 0.10	0 0.00	7 0.10
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.12	0 0.00	3 0.12
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	0 0.00	5 0.09	0 0.00	5 0.09
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	0 0.00	1 1.01	0 0.00	1 1.01
		Duane Hardy	0 0.00	2 0.29	0 0.00	2 0.29
		Assigned to Individual Total	0 0.00	3 0.53	0 0.00	3 0.53
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 34.95	0 0.00	1 34.95
		Assigned to Individual Total	0 0.00	1 34.95	0 0.00	1 34.95
	Voice Operations	James Gifford	0 0.00	1 0.73	1 0.08	2 0.41
		Romanza Hamblin Sorensen	0 0.00	2 0.52	0 0.00	2 0.52

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			High	Low	Medium	ATTR Total
Governor's Office	Voice Operations	Assigned to Individual Total	0 0.00	3 0.59	1 0.08	4 0.47
	Assigned Group Total		1 0.00	41 6.48	1 0.08	43 6.18
Customer Company Total			1 0.00	41 6.48	1 0.08	43 6.18

Governor's Office

Detail

INC000000608404	Sofia Nystrom	Application	Reporting	Gmail		TIR Missed:	Yes	31.08
	Technical Lead/Project Manager	Danielle Hood	Governor's Office	Low	Closed	TTR Missed:	Yes	34.95
INC000000609281	Jacey Skinner	Application	None	Gmail		TIR Missed:	Yes	9.60
	Application Services	Danielle Hood	Governor's Office	Low	Resolved	TTR Missed:	Yes	47.75
INC000000615123	Catherine Dibona	None	None	Gmail		TIR Missed:	Yes	2.80
	Application Services	Danielle Hood	Governor's Office	Low	Resolved	TTR Missed:	No	2.80
INC000000617054	Catherine Dibona	Application	Error	Gmail		TIR Missed:	Yes	41.15
	Application Services	Danielle Hood	Governor's Office	Low	Resolved	TTR Missed:	Yes	60.95
INC000000618198	Julie Summers	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000618208	Mimi Ujiie	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000618332	Tara Thue	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Kraig Ellis	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000618532	Bartly Mathews	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Kraig Ellis	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000618748	Bruce Miya	Application	Password	PGP		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000618802	Bartly Mathews	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed:	No	0.38
INC000000618822	Carolynne Loder	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.26
	Voice Operations	James Gifford	Governor's Office	Low	Closed	TTR Missed:	No	0.73
INC000000619310	David Walsh	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000619731	Cuong Nguyen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.14
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.71
INC000000620087	Cheralyn Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000620421	Deepa Ramkumar	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000620513	Bartly Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed:	No	0.30

Governor's Office

INC000000620523	Alair Emory	None	None	None	TIR Missed: No	0.34
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.54
INC000000620722	Robert Simmons	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Application Services	Tony Larsen	Governor's Office	Low	Resolved	TTR Missed: Yes	111.25
INC000000620947	Tenielle Young	Telecom	Voice Mail	Telephone	TIR Missed: No	0.28
Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	0.67
INC000000621310	Jennifer Joy	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000621576	Colleen Taylor	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000622941	Noleen Warrick	Mainframe	Password	BlueZone	TIR Missed: No	0.46
Operations Production Control	Duane Hardy	Governor's Office	Low	Closed	TTR Missed: No	0.59
INC000000623196	Russ Fellows	Network	Incident	None	TIR Missed: No	0.09
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	1.91
INC000000623313	Joanne Slotnik	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000623884	Nancy Neilson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000624031	Fran Fish	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000624306	Catherine Dibona	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.07
INC000000624502	James Heldt	Application	Password	Medicaid Managed Information	TIR Missed: No	0.94
Operations Production Control	Christie Burnham	Governor's Office	Low	Closed	TTR Missed: No	1.01
INC000000625404	Fran Stultz	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Governor's Office	High	Closed	TTR Missed: No	0.00
INC000000625649	Jennifer Hemenway	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000625776	Cheralyn Anderson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000626316	Samantha Julian	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000626354	Bruce Miya	None	None	None	TIR Missed: No	0.13
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.49

Governor's Office

INC000000626390	Steve Cuthbert	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000626560	Carolynne Loder	Telecom	Feature	Telephone			TIR Missed: No	0.08
	Voice Operations	James Gifford	Governor's Office	Medium	Closed		TTR Missed: No	0.08
INC000000626842	Samantha Julian	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Resolved		TTR Missed: No	0.07
INC000000626957	Clifford Strachan	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved		TTR Missed: No	0.00
INC000000627841	Jackie Jameson	Wireless Connectivity	None	None			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved		TTR Missed: No	0.13
INC000000627910	Sofia Nystrom	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved		TTR Missed: No	0.00
INC000000628643	Noleen Warrick	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved		TTR Missed: No	0.00
INC000000629026	Sandra Naegle	Application	Password	Gmail			TIR Missed: No	0.53
	Help Desk	James Stearns	Governor's Office	Low	Resolved		TTR Missed: No	0.53
INC000000629039	Sandra Naegle	Application	Password	Gmail			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved		TTR Missed: No	0.00
INC000000629144	Steve Cuthbert	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Governor's Office	Low	Resolved		TTR Missed: No	0.00